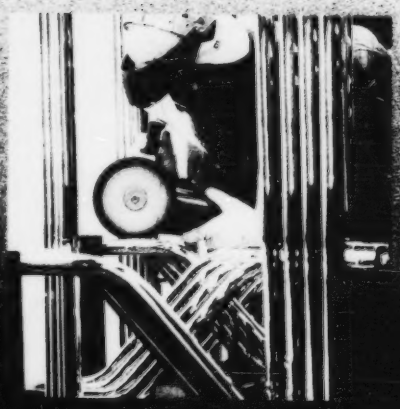
QUALITY REFERENCE GUIDE



Québec

88-04013/

QUALITY REFERENCE GUIDE

Produced by the
Ministère de l'Industrie et du Commerce
Service des équipements de transport
August 1987

Published by the Direction des communications

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Service des équipements de transport
Direction des biens d'équipment
et de consommation

Translation by Cabinet de traduction Dialangue

Legal deposit, 2nd quarter 1987
Bibliothèque nationale du Québec
ISBN: 2-550-17609-X

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FOREWORD

This document was prepared to help business executives interested in "quality" measures to quickly obtain basic information in the field.

This document is not an exhaustive inventory nor was it intended to be. We preferred to limit ourselves to what we felt was essential information.

Thus, in preparing the "References" section (1st part), we consulted a number of specialists in the field of quality, asking them to list those references they considered essential for managers of small and medium-sized businesses. This publication summarizes the results of that consultation.

The first part of the document is divided into five sections:

- Books
- Periodicals
- Audio-visuals (videos, slides, or films)
- Courses
- Resource organizations

Whenever possible, we have specified a location (library, organization, etc.) where these documents may be consulted.

To help you select from among the books suggested, we have included an appendix showing the tables of contents of these works.

The "Financial Assistance Programs" section briefly summarizes each of the four major assistance programs related to quality management offered to businesses by the two levels of government.

A. REFERENCES

1. BOOKS

- Association française de Normalisation (AFNOR). Gestion de la qualité (available in the UQTR library)

- Association française des qualiticiens (AFQ). Guide pratique pour la mise en place d'un système d'organisation de la qualité dans les entreprises de mécanique de sous-traitance (available in the MIC library)

- Baillargeon, G. Introduction aux méthodes statistiques en contrôle de la qualité, SMG, 1980 (available in the Institut Armand Frappier library)

- Centre de recherche industrielle du Québec (CRIQ). Répertoire des laboratoires d'essais et d'analyses du Québec (available in the CRIQ library in Québec City)

- Collignon, Etienne and Michel Wissler, Qualité et compétitivité des entreprises (du diagnostic aux actions du progres), Economica (available in the UQAM library)

- Crosby, P.B. Quality is Free, 1979 (available in the UQAM library)

- Crosby, P.B. Quality Without Tears, 1983 (available in the Hydro-Québec library)

- Deming, W.E. Quality, Productivity and Competitive

Position, 1982 (available in the CRIQ library in Montréal)

. Feigenbaum, A.V. Total Quality Control - Engineering and Management, McGraw-Hill (available in the ETS library)

. Gogue, J.M. Comment augmenter vos marges par la gestion de la qualité, Édition de l'usine nouvelle (available in the MIC library)

. Gogue, Jean-Marie La maîtrise de la qualité, Édition Organisation Diffusion: Le diffuseur - Boucherville (available in the ETS library)

. Juran, J.M. Managerial Breakthrough, McGraw-Hill (available in the Hydro-Québec library)

. Juran, J.M. Quality Control Handbook, 1979 (available in the ETS library)

. Juran, J.M. and F.M. Gryna Jr. Quality Planning and Analysis, McGraw-Hill, 1980 (available in the UQTR library)

. Kivenko, Kenneth, Quality Control for Management, Prentice Hall, 1984

. Lester, Ronald H., Norbert L. Enrick and Harry E. Mottley Jr. Quality Control for Profit, New York: Marcel Dekker (available in the ETS library)

. Manual of Quality Assurance Procedures and Forms
Prentice Hall (Canada) Inc.
1870 Birchmount Road
Scarborough, Ontario
M1P 2J7
Tel.: (416) 293-3621

ADDRESSES AND TELEPHONE NUMBERS OF THE LIBRARIES MENTIONED ABOVE

NATO standards are available from:

Mr. Marcus Kraft, Librairian
2nd Canadian Forces Technical
Services Agency Order
B.P. 666
Montréal (Québec) H3C 3L9
Tel.: (514) 283-5045

CRIQ

Centre de recherche
industrielle du Québec
333, rue Franquet, C.P. 2038
Ste-Foy (Québec) G1V 4C7
Tel.: (418) 659-1530

ETS

École de technologie
supérieure
Bibliothèque
4750, avenue Henri-Julien
Montréal (Québec) H2T 2C8
Tel.: (514) 289-8960

AQQ

Association québécoise de
la qualité
7744, rue Sherbrooke Est, 2e étage
Montréal (Québec)
H1L 1A1
Tel.: (514) 353-7191

Centre de recherche industrielle
du Québec
8475, rue Christophe-Colomb
B.P. 2000, Succursale Youville
Montréal (Québec)
H2P 2X1

HYDRO-QUÉBEC

Bibliothèque
75, boul. Dorchester Ouest, mezzanine
Montréal (Québec) H2Z 1A4
Tel.: (514) 289-2146

INSTITUT ARMAND-FRAPPIER

Bibliotheque A. Frappier
531, boul. des Prairies, C.P. 100
Laval (Québec) H7N 4Z3
Tel.: (514) 687-5010,
ext. 265

MIC

Ministère de l'Industrie et
du Commerce
Bibliothèque ministérielle
710, place D'Youville
Québec (Québec) G1R 4Y4
Tel.: (418) 643-1967

UQAM

Université du Québec à
Montréal
Bibliothèque centrale
1255, rue St-Denis
Montréal (Québec) H3C 3P8
Tel.: (514) 282-6114

UQTR

Université du Québec à
Trois-Rivières
Bibliothèque
3351, boul. des Forges
Case Postale 500
Trois-Rivières (Québec) G9A 5H7
Tel.: 376-5706

2. PERIODICALS

- Critères (the publication of the Association Socotec Qualité). This publication is published free of charge, three times a year, by the Association Socotec Qualité, whose purpose is to promote quality management in all sectors of economic activity.

  The publication is made up of feature articles dealing with various aspects of quality management and accounts of actual experiences of industrial or construction firms. Each issue also contains a centrefold dealing with quality tools: statistics, control cards, histograms, Pareto, etc. (these pages can be collected to form a technical library on quality).

- Journal of Quality Technology (ASQC) is published quarterly. It contains articles on the technical aspects of quality control, reliability and related disciplines included in the field of quality.

- Qualité, the monthly publication of the AQQ, is directed mainly at managers and personnel in company research and development, procurement, production, marketing and quality departments.

- Quality, a monthly publication dealing specifically with mechanical inspection equipment. Interesting advertising.

- Quality Progress (published by the ASQC) mainly covers the most recent developments concerning new products and equipment, services available and recently noted trends in the field of quality. The periodical is targeted principally at quality professionals and is published monthly.

- Test and Measurement World, is published monthly and deals specifically with electronic inspection equipment.

ADDRESSES AND TELEPHONE NUMBERS OF THE ORGANIZATIONS MENTIONED ABOVE

AQQ

Association québécoise de la qualité
7744, rue Sherbrooke Est, 2e étage
Montréal (Québec) H1L 1A1
Tel.: (514) 353-7191

ASQC

American Society for Quality Control Inc.
230 West Wells Street
Milwaukee, Wisconsin, USA
Tel.: (414) 272-8575

QUALITY

Hitchock Publishing
P.O. Box 3002
Wheaton, Illinois
60 189-9929

Socotec

Association Socotec Qualité
3, avenue du Centre
78182 St-Quentin-en-Yvelines
France
Tel.: (3) 043.99.13

TEST AND MEASUREMENT WORLD

Technical Publishing
215 Brighton Avenue
Boston, Massachusetts
USA 02134

3. AUDIO-VISUALS

- "Assurance de la qualité" (Qualitest S.A.) (slides) (available at the AQQ)

- "La qualité, la clé du succès" (CCN) (20 min.; film, video) (available at the AQQ)

- "Le contrôle de la qualité" (J. Teboul) (slides)
  "Le contrôle statistique de fabrication" (J. Teboul) (slides)
  "Le contrôle statistique de réception" (J. Teboul) (slides) (available at the HEC)

- "Principes d'implantation d'un programme d'assurance qualité" (SGS) (20 min.; slides) (available at the AQQ)

- "Principes fondamentaux A.Q.", Pierre Caillibot (Hydro-Québec) (40 min.; video) (available at Hydro-Québec)

- "Quality Management" (Ministère de l'Industrie et du Commerce) (available at the MIC)

- "Right the First Time" (BSC) (25 min.; film) (available at the AQQ)

- "Tokyo in Tennessee "(Nissan) (CBS) available at the H.E.C.)

ADDRESSES AND TELEPHONE NUMBERS OF THE ORGANIZATIONS MENTIONED ABOVE

AQQ

Association québécoise de la qualité
7744, rue Sherbrooke Est, 2e étage
Montréal (Québec) H1L 1A1
Tel.: (514) 353-7191

HEC

École des Hautes Études Commerciales
Service audio-visuel
5255, avenue Decelles
Montréal (Québec) H3T 1V6
Tel.: (514) 340-6566

Hydro-Québec

Centre de diffusion
75, boul. Dorchester Ouest
Montréal (Québec) H2Z 1A4
Tel.: (514) 289-3052

MIC

Ministère de l'Industrie et du Commerce
Direction des communications
710, place D'Youville, 9e étage
Québec (Québec) G1R 4Y4
Tel.: (418) 643-5070

4. COURSES AND SEMINARS

We have limited our selection to courses and seminars organized for participants who are already professionally occupied (full-time courses for regular students are not included).

We have also restricted the information to courses provided by non-profit organizations.

ORGANIZATION

ÉCOLE DE TECHNOLOGIE SUPÉRIEURE (ETS)
Département de mécanique, 3e étage
4750, avenue Henri-Julien
Montréal (Québec)
H2T 2C8
Tel.: (514) 289-8861

- Certificate : Certificat en assurance de la qualité

- Target population : Persons in the labour market (level of schooling required: college or equivalent)

- Program : Ten courses totalling 30 credits which may be taken over a period of 2.5 years, each course requiring 5 hours per week over 15 weeks (3 months).

. Content : Topics covered include quality management, quality assurance, statistical quality control, probability and statistics, etc.

. Fees : $50 per course plus $15 for registration.

ORGANIZATION

CONCORDIA UNIVERSITY
1455, boul. de Maisonneuve Ouest
Montréal (Québec)
H3G 1M8
Tel.: (514) 848-2424

. Certificate : Certificate Program in Quality Control

. Target population : Beginners or persons in the labour market (level of schooling required: college or equivalent).

. Program : Twelve courses (48 credits) which may be taken over a period of 2.5 years (each course requires 2 hours per week for a period of 15 weeks).

. Content : Topics covered include elementary metrology (3 credits), statistical quality control (3 credits), etc.

. Fees : $15 per credit plus $15 for registration.

ORGANIZATION

UNIVERSITÉ DU QUÉBEC A TROIS-RIVIERES
Case Postale 500
Trois-Rivieres (Québec)
G9A 5H7
Tel.: (819) 376-5454

- The U.Q.T.R. offers two courses of particular interest:
  - . Contrôle de la qualité
  - . Le coût de la qualité

- Target population : Beginners or persons in the labour market (level of schooling required: college or equivalent, with a grounding in statistics).

- Program : For each course, 15 sessions of 3 hours (15 weeks).

- Fees : $35 per course plus $15 for registration.

ORGANIZATION

MINISTERE DE L'INDUSTRIE ET DU COMMERCE
Direction générale des services aux entreprises
710, place D'Youville, 8e étage
Québec (Québec)
G1R 4Y4
Tel.: (418) 643-5061

The MIC offers a seminar designed to make participants more aware of quality management.

- Target population : Owner-managers of small or medium-sized manufacturing firms.

- Program : The one-day seminar presents the major concepts associated with quality and suggests a number of tools for implementing or improving a small or medium-sized manufacturing firm's quality management system.

- Fee : Participation fee of roughly $35.

5. RESOURCE ORGANIZATIONS

L'Association québécoise de la qualité (AQQ)

The Association québécoise de la qualité has the following objectives:

- promote greater awareness of the modern concept of quality in concert with professional associations and economic interest groups;

- promote quality management and quality improvement programs in business firms to foster improved productivity, profitability and competitiveness;

- encourage business firms to develop their own quality assurance programs that will enable them to increase their exports of products and services and to satisfy the requirements of major potential clients.

The AQQ offers the following activities and services: newsletter, loans of audio-visual material, library, working committees and task forces, conferences, symposiums, etc.

Address: ASSOCIATION QUÉBÉCOISE DE LA QUALITÉ (AQQ)
7744, rue Sherbrooke Est, 2e étage
Montréal (Québec)
H1L 1A1
Tel.: (514) 353-7191

American Society for Quality Control (ASQC)

The ASQC seeks to promote the research and development of standards, and to provide the means for training those responsible for quality management.

The ASQC organizes training programs, conferences, and produces publications.

The organization can also provide advice and documentation in the area of quality.

Address: AMERICAN SOCIETY FOR QUALITY CONTROL (ASQC)
(Québec section)
C.P. 235, Succursale K
Montréal (Québec)
H1N 3L1

Bureau de normalisation du Québec (BNQ)

The BNQ provides its standards free of charge, including those dealing with quality management. In addition, its library (200 000 standards from all industrialized countries) is available to anyone interested. Visitors may also obtain the BNQ's expert advice in interpreting these standards.

Address: BUREAU DE NORMALISATION DU QUÉBEC (BNQ)
50, rue St-Joseph Est
Québec (Québec)
G1K 3A5
Tel.: (418) 643-5114

Canadian Standards Association (CSA)

This is a non-profit association whose purpose is to establish standards and certify products.

The association continuously inspects and conducts follow-up on products bearing CSA certification. It also provides support services for testing and obtaining CSA certification.

Address: CANADIAN STANDARDS ASSOCIATION (CSA)
865, rue Ellingham
Pointe-Claire (Québec)
H9R 5E8
Tel.: (514) 694-8110

B. FINANCIAL ASSISTANCE PROGRAMS

Business firms will find many financial assistance programs available from the federal and Québec governments.

Some of these programs may prove useful in implementing or improving a quality management system. The following pages provide a brief overview of the major programs available.

The Société de développement industriel du Québec (SDI) and the Department of Regional Industrial Expansion (DRIE) also offer financial assistance to firms seeking to invest in equipment to improve their quality management systems, as part of a larger plan to modernize or expand their production facilities.

For further information on the programs mentioned in this document, or other programs available, the reader is invited to contact the various organizations offering assistance programs to industry.

1. PROGRAMS OF THE GOVERNMENT OF QUÉBEC

1.1 MINISTERE DE L'INDUSTRIE ET DU COMMERCE

PROGRAMME D'AIDE A LA CONCRÉTISATION DE PROJETS INDUSTRIELS (PACPI) (Assistance program for implementing industrial projects)

This program covers part of the costs of a firm's project to improve its quality management system, to the extent that the project contributes directly to increasing the firm's manufacturing activity.

For example, subsidized projects may consist of any one or more of the following:

- assessment of your "quality" system and a plan for improvement;
- a determination of the training required for the "quality" staff;
- improving quality control mechanisms;
- assistance in establishing a quality assurance system;
- assistance in writing a quality manual.

Objectives

To accelerate and facilitate the implementation of projects related to improving quality management systems through financial participation of the ministère de l'Industrie et du Commerce in the cost of implementing the projects.

Target clientele

Industrial firms with fewer than 500 employees

Assistance provided

Assistance will be provided as a subsidy which, for projects amounting to less than $100 000, will cover 50% of eligible expenses, namely, professional fees, consulting fees and other fees paid by the firm for consulting or specialists' services required to carry out the projects.

Information

Further information on this program may be obtained by contacting the ministère de l'Industrie et du Commerce, Direction des biens d'équipement, at either of the following addresses:

710, place D'Youville
Québec (Québec)
G1R 4Y4
Tel.: (418) 643-2646

770, rue Sherbrooke Ouest
Montréal (Québec)
H3A 1G1
Tel.: (514) 873-6850

or by contacting any of the regional offices of the MIC:

Bas-Saint-Laurent/Gaspésie/
Iles-de-la-Madeleine

Les Galeries G.P.
92, 2e Rue Ouest
Rimouski (Québec)
G5L 8B3
Tel.: (418) 722-3577

51, rue Notre-Dame, C.P. 579
New Carlisle (Québec)
G0C 1Z0
Tel.: (418) 752-2229

Saguenay/Lac-Saint-Jean

Édifice Marguerite-Belley
3950, boul. Harvey
Rez-de-chaussée
Jonquière (Québec)
G7X 8L6
Tel.: (418) 547-9336

Québec

Centre Bois-Fontaine
930, chemin Ste-Foy, bureau 5-60
Québec (Québec)
G1S 2L4
Tel.: (418) 643-8993

11535, 1re Avenue Est, bureau 504
Saint-Georges Beauce (Québec)
G5Y 7H5
Tel.: (418) 228-9537

68, rue du Palais-de-Justice
Bureau 103
Montmagny (Québec)
G5V 1P5
Tel.: (418) 248-3331

Mauricie/Bois-Francs

Édifice Capitanal
100, rue Laviolette
Bureau 321
Trois-Rivières (Québec)
G9A 5S9
Tel.: (819) 379-6776

Édifice provincial
62, rue Saint-Jean-Baptiste
Victoriaville (Québec)
G6P 4E3
Tel.: (819) 752-9781

Montréal-Laval

Place Mercantile
770, rue Sherbrooke Ouest
7e étage
Montréal (Québec)
H3A 1G1
Tel.: (514) 873-5581

1435, boul. Saint-Martin Ouest
Bureau 505
Laval (Québec)
H7S 2C6
Tel.: (514) 668-6535

Montérégie

Édifice Montval
201, place Charles-Lemoyne
Bureau 104
Longueuil (Québec)
J7Y 3R8
Tel.: (514) 436-6331

Estrie

740, rue Galt Ouest, bureau 303
Sherbrooke (Québec)
J1H 1Z3
Tel.: (819) 565-0205

Laurentides-Lanaudière

Édifice administratif
85, rue De Martigny Ouest
Bureau 3.7
Saint-Jérôme (Québec)
J4K 2T5
Tel.: (514) 651-8011

Outaouais

Édifice Jos-Montferrand
170, rue de l'Hôtel-de-Ville
6e étage
Hull (Québec)
J8X 4C2
Tel.: (819) 771-6239

Estrie

740, rue Galt Ouest, bureau 303
Sherbrooke (Québec)
J1H 1Z3
Tel.: (819) 565-0205

Montréal-Laval

Place Mercantile
770, rue Sherbrooke Ouest
7e étage
Montréal (Québec)
H3A 1G1
Tel.: (514) 873-5581

Laurentides-Lanaudière

Édifice administratif
85, rue De Martigny Ouest
Bureau 3.7
Saint-Jérôme (Québec)
J4K 2T5
Tel.: (514) 651-8011

1435, boul. Saint-Martin Ouest
Bureau 505
Laval (Québec)
H7S 2C6
Tel.: (514) 668-6535

Montérégie

Édifice Montval
201, place Charles-Lemoyne
Bureau 104
Longueuil (Québec)
J7Y 3R8
Tel.: (514) 436-6331

Outaouais

Édifice Jos-Montferrand
170, rue de l'Hôtel-de-Ville
6e étage
Hull (Québec)
J8X 4C2
Tel.: (819) 771-6239

Abitibi-Témiscamingue

180, boul. Rideau, bureau 101
Rouyn-Noranda (Québec)
J9X 1N9
Tel.: (819) 762-0865

Côte-Nord
Nouveau-Québec

Centre commercial Laflèche
625, boul. Laflèche
Baie-Comeau (Québec)
G5C 1C5
Tel.: (418) 589-5715

1.2 MINISTERE DE L'ENSEIGNEMENT SUPÉRIEUR ET DE LA SCIENCE

PROGRAMME DE SOUTIEN A L'EMPLOI SCIENTIFIQUE (PSES)
(Program to promote job creation in scientific and technical fields)

Objective

The purpose of this program is to encourage small and medium-sized businesses in Québec to acquire new scientific and technical personnel. Quality management is eligible under this program.

Businesses which wish to develop a quality assurance team can thus receive assistance under this program.

Target clientele

Industrial firms with fewer than 500 employees.

Assistance provided

Under this program, industrial firms may hire employees with the following qualifications:

- Professional positions

  University graduates with a bachelor's degree in natural sciences, physical sciences or engineering.

- Technicians' positions

  Diploma of College Studies graduates with vocational training in biological or physical technology, including computers.

. Subsidy

Assistance is provided in the form of a subsidy based on the following scale:

1st year: 70% of the employee's base salary;
2nd year: 30% of the base salary, after adjustment for inflation
3rd year: salary paid entirely by the employer.

. Requirements

1) The candidate may not be hired for the new position until the department approves the application;

2) The employer must retain the person hired for a minimum period of three years.

Information

Further information on this program may be obtained from:

Ministère de l'Enseignement supérieur
et de la Science
875, Grande-Allée Est
Québec (Québec)
G1R 4Y8
Tel.: (418) 643-3885

1.3 MINISTERE DE LA MAIN-D'OEUVRE ET DE LA SÉCURITÉ DU REVENU

PROGRAMME DE SOUTIEN A LA FORMATION EN ENTREPRISE (PSFE) (Support program for on-the-job training)

Objective

This program provides financial and technical assistance to small and medium-sized businesses in Québec who wish to upgrade their workforce.

Assistance is provided for the preparation of a human resources development plan and to cover part of the costs associated with training.

Training related to quality improvement is eligible under this program.

Target clientele

Business firms with fewer than 200 employees and which have been operating in Québec on a continuous basis over the past twelve months or more are eligible for assistance under this program.

Assistance provided

Financial assistance is granted for:

- the participation of workers in preparing a human resources development plan:
  a maximum amount of $3 000.

- putting the plan into effect:
  an amount, up to $3 500 per person, covering 60% of the gross salary paid to persons undergoing training during the training hours, and 50% of the training expenses provided for under the contract.

Information

For further information on this program, contact the Commission de formation professionnelle in your region.

Metropolitan Montréal

5350, rue Lafond
Montréal (Québec)
H1X 2X2
Tel.: (514) 725-5221

Montérégie

700, boul. Casavant Est
C.P. 443
Saint-Hyacinthe (Québec)
J2S 7B8
Tel.: (514) 773-7463

Laurentides/Lanaudière

795, rue Melancon
Saint-Jérôme (Québec)
J7Z 4L1
Tel.: (514) 436-1171

Outaouais

245, boul. Cité-des-Jeunes
Hull (Québec)
J8Y 6L2
Tel.: (819) 771-7487

Bas Saint-Laurent/
Gaspésie

350, boul. Arthur Buies Ouest
Rimouski (Québec)
G5L 5C7
Tel.: (418) 723-5677

Estrie

639, rue Vingt-Quatre-Juin
Sherbrooke (Québec)
J1E 1H1
Tel.: (819) 569-9761

Saguenay/Lac-Saint-Jean

210, rue des Oblats Ouest
Chicoutimi (Québec)
G7J 2B1
Tel.: (418) 549-0595

Québec

1010, rue Borne
Québec (Québec)
G1N 1L9
Tel.: (418) 687-3540

Mauricie/Bois-Francs

500, rue des Érables
Cap-de-la-Madeleine
(Québec)
G8T 5J1
Tel.: (819) 379-1314

Abitibi-Témiscamingue

101, 11e rue
Noranda (Québec)
J9X 2E8
Tel.: (819) 764-6115

Côte-Nord

550, boul. Blanche
Baie-Comeau (Québec)
G5C 2B3
Tel.: (418) 589-3777

350, rue Smith
Bureau 36
Sept-Iles (Québec)
G4R 3X2
Tel.: (418) 962-7888

2. PROGRAM OF THE GOVERNMENT OF CANADA

2.1 NATIONAL RESEARCH COUNCIL OF CANADA (NRC)

INDUSTRIAL RESEARCH ASSISTANCE PROGRAM (IRAP)

Objective

To contribute to Canada's economic development by enabling Canadian industry to benefit from the resources of federal government laboratories and others in the fields of scientific research and R & D management.

Target clientele

There are six different parts to the program. However, only the part entitled "Contributions to Laboratory Investigations" (IRAP-L) allows for financial assistance for a quality management project. Only small businesses with a workforce of 200 employees at most are eligible for assistance under IRAP-L.

Assistance provided

IRAP-L provides financial assistance for the use of the services of research laboratories, institutes or consultants. The program covers 65% of the total cost of a project up to a limit of $4 000. The total cost of a project may not exceed $10 000 and firms may qualify for up to three projects in any year.

Information

Further information on NRC programs may be obtained by contacting:

Montréal

8475, rue Christophe Colomb
Montréal (Québec)
H2M 2N9
Tel.: (514) 283-8231

Québec

333, rue Franquet
C.P. 9038
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G1V 4C7
Tel.: (418) 648-3419

APPENDIX 1

Tables of contents of books suggested

"GUIDE PRATIQUE POUR LA MISE EN PLACE D'UN SYSTEME D'ORGANISATION DE LA QUALITÉ DANS LES ENTREPRISES DE MÉCANIQUE DE SOUS-TRAITANCE"

- Avant-Propos
- Introduction
- Historique
- Glossaire
- Entreprise et Qualité
- Le Produit
- Comparaison
- La Qualité
- La Non-Qualité
- Les trois Volets de la Gestion de la Qualité
- Objectif de la Gestion Qualitative de la Production
- La Conformité
- Contrôle Personnel
- Le Rôle de Chacun
- Attachement et Subordination
- Organisation Interne de la Fonction Qualité
- Responsabilité

- La Qualité et la Proposition Commerciale
- La Qualité en Préparation
- Qualité et Approvisionnements
- Qualité - Ordonnancement
- Qualité en Fabrication
- Contrôle Final et Présentation en Recette
- Qualité après Réception par le Client
- Assurance de la Qualité
- Gestion Technique de la Qualité
- Documentation
- Exemple de manuel qualité - DUPONT & FILS (150 personnes)
  Annexe I
- Exemple de manuel qualité - MARCOULT (15 personnes)
  Annexe II

"INTRODUCTION AUX MÉTHODES STATISTIQUES EN CONTROLE DE LA QUALITÉ"

GÉRALD BAILLARGEON

1. Contrôle de la qualité par mesures
   (Cartes de contrôle X et R)

2. Contrôle de la qualité par attributs
   (Cartes de contrôle p, np et c)

3. Contrôle final et contrôle de réception
   (Contrôle par prélèvement)

"QUALITÉ ET COMPÉTITIVITÉ DES ENTREPRISES"

ÉTIENNE COLLIGNON

1. Les enjeux de la qualité
2. Les pratiques de gestion de la qualité
3. Approche globale de la gestion de la qualité
4. L'axe financier
5. Les axes de gestion opérationnelle
6. L'axe stratégique
7. Le diagnostic participatif de la qualité
8. L'amélioration de la conception des produits
9. Qualité et flexibilité de la production

"QUALITY IS FREE"

PHILIP B. CROSBY

1. Making Quality Certain
2. "Quality May Not Be What You Think It Is"
3. The Quality Management Maturity Grid
4. Management Understanding and Attitude
5. Quality Organizational Status
6. Handling Problems
7. Cost of Quality
8. Quality Improvement Program
9. Management Style
10. History of the Project
11. The Program
12. Intructor's Guide for HPA
13. Make Certain

"QUALITY WITHOUT TEARS"

PHILIP B. CROSBY

1. The Profile of a Probem Organization
2. The Quality Vaccine
3. Demotivation
4. A Quality Control
5. Determination
6. The First Absolute: the Definition of Quality is Conformance to Requirements
7. The Second Absolute: the System of Quality is Prevention
8. The Third Absolute: The Performance Standard is Zero Defects
9. The Fourth Absolute: The Measurement of Quality is the Price of Nonconformance
10. Education
11. Implementation
12. Team Actions
13. Team Executions
14. The Saving of EMORY SPELLMAN
15. The Dehassling of Lightblue

16. Some Success Stories

17. Mixing the Vaccination Serum

18. How Come Very Little Ever Improves All by Itself?

"QUALITY, PRODUCTIVITY, AND COMPETITIVE POSITION"

W. EDWARDS DEMING

1. Why productivity increases with improvement of quality
2. What top management must do to improve productivity
3. Obstacles and problems
4. When? How long?
5. Questions for self-examination
6. A view of how quality began in Japan
7. The two basic sources of improvement
8. More examples of improvement of the system
9. Some hazards of great ideas
10. Some new principles of training and of supervision
11. Quality and the consumer
12. Quality and productivity in service organizations
13. Plan for minimum total cost for test of incoming materials and final product
14. Two reports to management
15. Operational definitions, conformance, performance
16. Standards and regulations

17. Organization for statistical work

18. Some additional principles for living

"TOTAL QUALITY CONTROL"

A. V. FEIGENBAUM

1. Business Quality Management
2. Quality Control Management
3. Engineering Technology of Quality Control
4. Statistical Technology of Quality Control
5. Applying Total Quality Control in the Company
6. Quality Control Education and Training

"COMMENT AUGMENTER VOS MARGES PAR LA GESTION DE LA QUALITÉ"

JEAN-MARIE GOGUE

1. Une stratégie dynamique de la qualité
2. Le système de gestion de la qualité
3. Comment utiliser les statistiques
4. Comment constituer l'équipe qualité
5. Les comités qualité
6. Comment former votre personnel
7. Les cercles de qualité
8. Comment organiser les contrôles
9. Le suivi des appareils de mesure
10. La mise à jour de la documentation
11. Les qualifications
12. Les revues de projet
13. Comment s'adresser aux fournisseurs
14. Comment s'adresser aux clients
15. Les audits qualité
16. Le tableau de bord de la qualité

17. Exemples

"MANAGERIAL BREAKTHROUGH"

J. M. JURAN

1. Breakthrough and control - a contrast
2. Breakthrough - a panoramic view
3. Breakthrough in attitudes
4. The Pareto principle
5. Mobilizing for breakthrough in knowledge
6. The steering arm
7. The diagnostic arm
8. Breakthrough in knowledge - diagnosis
9. Resistance to change - cultural patterns
10. Breakthrough in performance - action
11. Transition to the new level
12. Control - a panoramic view
13. Choosing the control subject
14. The unit of measure
15. The standard
16. The sensor
17. Mobilizing for decision making

18. Interpretation

19. Decisions on the difference

20. Taking action

21. Managers breakthrough and control

"QUALITY CONTROL HANDBOOK"
J.M. DURAN

1. How to use the Handbook
2. Basic Concepts
3. Quality Policies and Objectives
4. Quality and Income
5. Quality Costs
6. Quality Planning
7. Organization
8. New-Product Quality
9. Manufacturing Planning
10. Vendor Relations
11. Production of Quality
12. Inspection and Test
13. Measurement
14. Marketing of Quality
15. Field Performance
16. Quality Improvement

17. Manpower

18. Motivation

19. Documentation; Configuration Management

20. Computers in Quality Control

21. Upper Management and Quality

22. Basic Statistical Methods

23. Process Control by Statistical Methods

24. Sampling by Attributes

25. Sampling by Variables

25A. Bulk Sampling

26. Regression Analysis

27. Design and Analysis of Experiments

27A. Evolutionary Operation

28. Response Surface Methodology

29. Chemical Process Industries

30. Pulp and Paper Industries

31. Food and Allied Industries

32. Drug and Allied Industries

33. Metals Industry

34. Foundry Quality Control

35. Metal Fabricating

36A. Plastic Molding

36B. Plastic Film Quality

37. Mechanical Components

38. Electronic Components

39. Textiles

40. Graphic Arts Industry

41. Assembly Quality Control

42. Automotive Industry

43. Household Appliances

44. Complex Systems

45. Job Shop Quality

46. Support Operations

47. Service Industries

48. Quality Control and the National Culture

48A. Quality Control in Socialist Countries

"QUALITY PLANNING AND ANALYSIS"

J.M. JURAN

1. Basic Concepts
2. Quality Costs
3. Probability Distributions
4. Statistical Aids for Analyzing Data
5. Quality Improvement - Management-Controllable Defects
6. Quality Improvement - Operator-Controllable Defects; Motivation for Quality
7. Designing for Quality
8. Designing for Quality - Statistical Aids
9. Vendor Relations - Statistical Aids
10. Vendor Relations - Statistical Aids
11. Manufacture
12. Manufacture - Statistical Aids
13. Manufacture - Process Control Concepts
14. Manufacture - Process Control Techniques
15. Inspection and Test; Product Acceptance
16. Measurement
17. Acceptance Sampling

18. Customer Relations

19. Field Use and Quality

20. Field Use and Quality - Statistical Aids

21. Consumer Relations, Product Safety, and Liability

22. Quality Assurance

23. Policies and Objectives

24. Organization for Quality

25. Quality Information Systems

"QUALITY CONTROL FOR PROFIT"

RONALD H. LESTER

1. The Basic Program for Quality Control
2. Further Controls and Procedures
3. Cost/Profit Emphasis of the Program
4. Supplemental Techniques

QUALITY REFERENCE GUIDE

UP-DATE FORM

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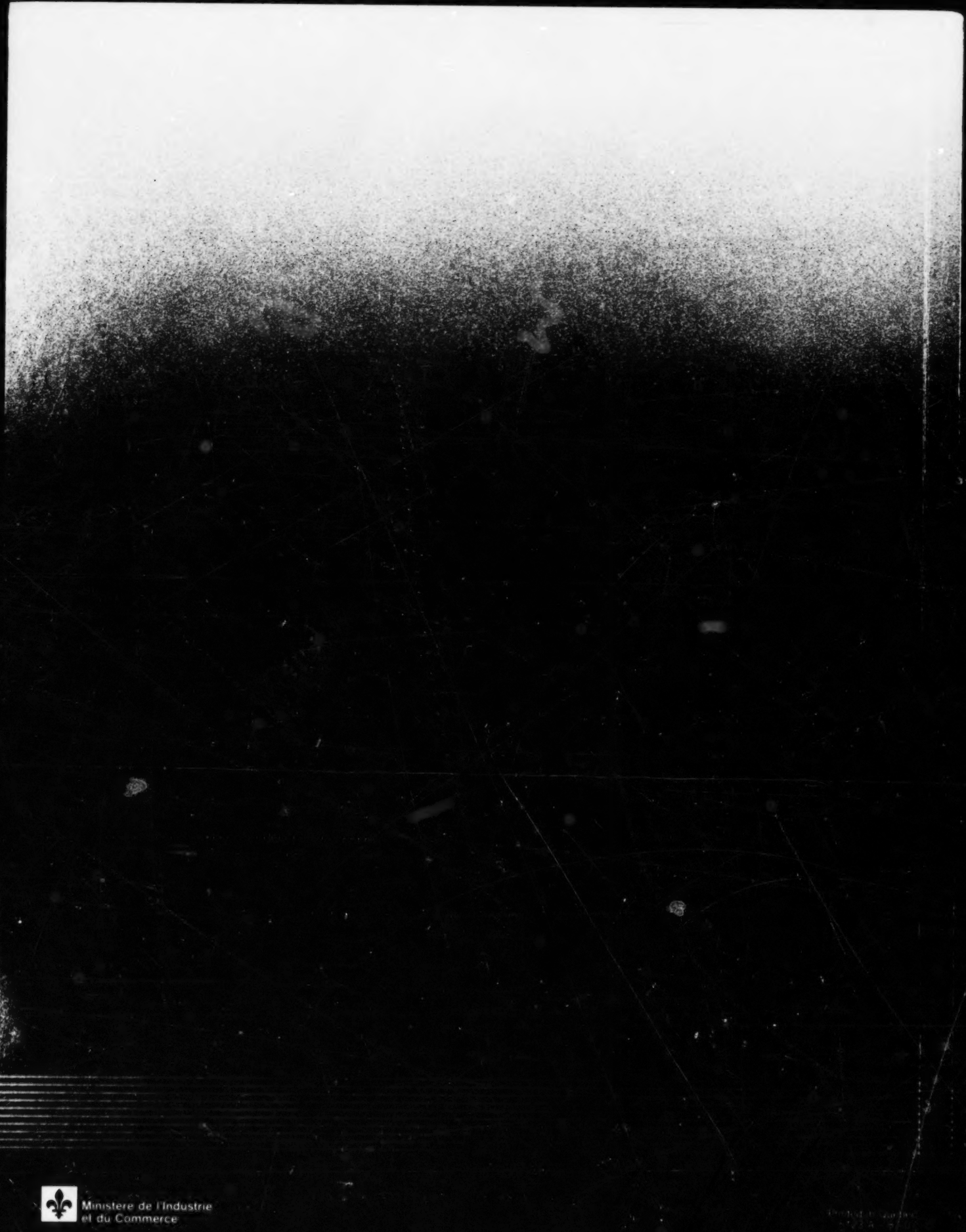

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